Informational update

2018 CSC Operations
- ✓ Objectives
- ✓ Milestones
- ✓ Customer Volume
- ✓ Outcomes

- Create a sense of place
- Welcoming environment
- Centralize services
- Customer accessibility
- Organizational capacity
- Coordination control

Добро пожаловать!
歡迎
Welcome!
स्वागत
Bienvenido!

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MILESTONES

- 12/29/17 – Began serving customers
- 1/23/18 – QAlert CRM internal launch
- 3/5/18 – QAlert CRM external launch
- 3/12/18 – "Your Redmond" mobile app launch
- 5/28/18 – Video wall activated
- 6/8/18 – Conference Center opens
- 7/17/18 – Development Services queuing

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- 8,428 over the counter cashiering transactions

- 6,343 business licenses processed

Color it Redmond

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- 2,705 Development Services customers assisted (since July)

Permits We Issue A-Z

PROPOSED LAND USE ACTION

Proposed Land Use Action

- 2,576 Service Requests processed

Download the 'Your Redmond' app!

- Report issues
- Make requests
- Find answers to common questions
- Fast response time

Download on the App Store

GET IT ON Google Play

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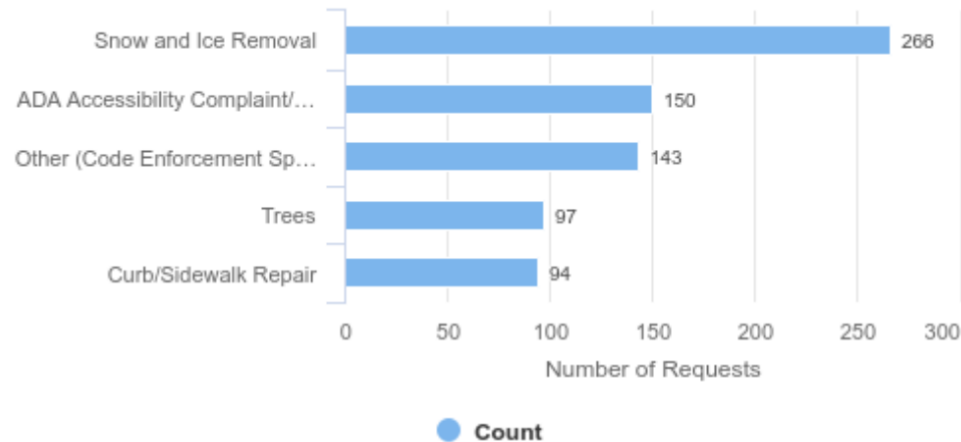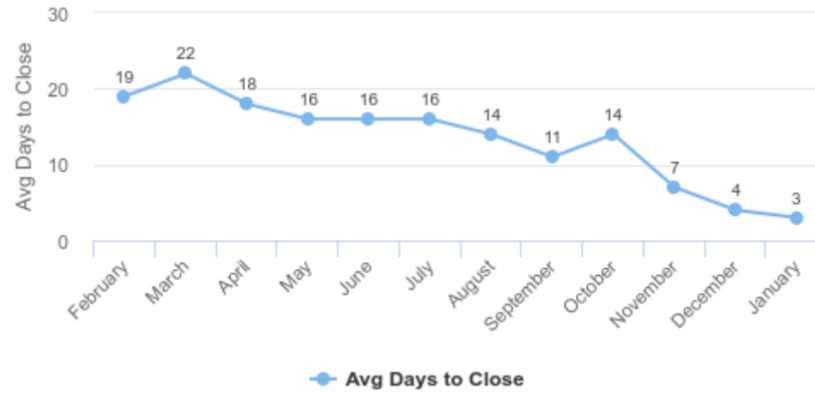
Customer Satisfaction

- "First, I am very grateful there is a place where I can make a request like this."

- "The City app and the new customer service desk and personnel are all terrific."

- "I'm glad there is an easy way to communicate with the City about issues. Thank you for quick fixing! Appreciate your work."

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Customer Satisfaction

Ease of Use*

How would you rate the convenience and ease of submitting your request?

Customer Service*

How would you rate our customer service (professionalism, friendliness, knowledge, communication, etc.)?

Overall Satisfaction*

How would you rate your overall satisfaction with the completion of your request?

Easy/Very Easy 93%	Good/Outstanding 79%	Satisfied/Very Satisfied 79%

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- Ombudsperson process support
- Supplemental onboarding
- Volunteer coordination
- Conference Center space rentals
- Business Licensing partnership
- QAlert integration
- Artificial Intelligence (AI)

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THANK YOU

Questions?

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